The Deliberate and Crisis Action Planning and Execution Segments (DCAPES) Program Office, ESC, Hanscom AFB, MA 01731-1625, is seeking potential sources qualified to provide Software maintenance and Tier II Help Desk services. DCAPES is an Automated Information System (AIS) to help Air Force commanders and planners with planning and execution activities. DCAPES is the command and control system used by deliberate, exercise, and crisis action planners throughout the United States Air Force (USAF). It provides users the capability to access and process "time-responsive" (current and available to the user when needed) data required to plan, source, mobilize (activate, personnel from the Air National Guard of the United States [ANGUS] and the United States Air Force Reserve [USAFR]), deploy, account for/track (in place and in–transit visibility of resources), sustain, employ, re-deploy, and reconstitute combat and support forces for joint and multinational contingency operations. Thus DCAPES supports all phases of deployment planning and execution functions at the Headquarters (HQ) USAF, Major Command (MAJCOM), Air Component and Numbered Air Forces (NAF) and Wing/Base level.  At HQ USAF, MAJCOM, and Air Component NAF, the Global Command and Control System (GCCS) operating environment and architecture operate at SECRET system high levels.  DCAPES supports the GCCS environment and allows the Air Force to support Service and joint planning (by interfacing with Joint Operations Planning and Execution System (JOPES)), deliberate (to include exercises) and crisis action planning, and execution operations.  DCAPES will allow base-level planners to receive deployment-planning tasks that support Service and joint operations, as well as the Air Force Unit Type Management (UTM) database. During the term of the contract the contractor shall: (1) Provide Tier II Help Desk operations to the GCCS-AF Tier I Help Desk (2) Provide all software maintenance for the DCAPES Software as it evolves (3) Support the following: (a) Current and future versions of DCAPES Software. Modifying the software as needed to correct/ameliorate problems. (b) Review/evaluate AFCERT patches to determine if there are any adverse operational or security implications (c) Security software issues (4) Support Government directed initial operational test and evaluation and field testing for the developed software. (5) Comply with Government Configuration Management requirements and maintain the fielded software baseline (6) Maintain close association with DCAPES software developers (7) Provide a Type 1 (delta) training program for significant software changes/upgrades (8) Tier II Help Desk support will operate at 24 hours a day, 7 days a week. Support shall include the Tier II help Desk manned a minimum of 8 hours a day, Monday through Friday. On call support will be provided for all remaining hours.  There will be full 24 hour/7 days a week coverage Monday through Friday, Weekends, and Government Holidays for priority 1 and 2 issues. (9) Record all calls/solutions using Remedy® software provided by the Program Office.  Remedy® will be used to provide a monthly metric report to the Government Program Office.  The Metric report will show number of calls received, number of trouble tickets opened, by whom (which command), status resolution and priority of trouble tickets.  The report will be in sufficient detail to determine Help Desk usage and resolution times.  The contractor will conduct a customer survey biannually with the Tier I Help Desk to identify and improvements and feedback on the operation of the Tier II Help Desk (10) Response times guidance for the Tier II Help Desk can be found in Air Force T.O. 00-35D-54. (a) Priority one: Mission failure will result if situation is not resolved, and no workarounds exist. Interim release of corrected software is required, response within 2 hours (b) Priority two: Severe mission degradation will result if not resolved, and no acceptable workarounds exist (a workaround may be available, but it is not operationally acceptable), response withing 4 hours (c) Priority three Serious mission degradation, workaround exists. Potential for major improvement in system operations or increased functionality if deficiency is corrected, response within 24 hours on weekdays and 48 hours on weekends/holidays (d) Priority four, Some mission degradation, workaround exists or is not necessary. Potential for increasing/improving functionallity, response within 48 normal operating hours (e) Priority five, Minor or no mission degradation, workaround exists or is not needed. Potential for increasing/improving functionallity, response within 48 normal operating hours. Response is defined as 1) receipt and understanding of the trouble ticket and/or 2) solution provided/commenced. Update status to be provided to the Tier I help desk every 8 hours on priority one and two, daily on priority three and four and weekly on priority five. (11) Two Software Engineers will be available for immediate deployment to various CONUS or OCONUS  sites, within 48 hours notice upon the direction of the SPO, to address problems/issues which could not be resolved by the Tier II Help Desk.  Cost will be based on usage. (12) Provide SIPRNET connectivity for trouble tickets, ARS, distribution. (13) Provide assistance to the DCAPES Program Office personnel on issues related to DCAPES Software applications. (14) The Tier I shall determine priority level of trouble tickets (15) The Contractor will provide a statement that additional Government Furnished Equipment (GFE) is not required to accomplish the above tasks.  If it is determined

that additional GFE is required, please provide a detailed list of that GFE with an explanation for its use. (16) The Government will furnish software and documentation. They include: Software Version Description; System Administrator's Manual; Users Manual; Software Product Specification; Database Design Document; Software test plan; Software test description; Software test report; Application Program Interface Reference Manual; Programmer's Manual; Software Design Description; Interface Design Document. Contractors who believe they can meet these requirements should submit a qualification package, not exceeding 10 pages, fifteen days after publication of this notice to the address listed in paragraph (17) below.  This package must describe the prospective offeror's: 1) Detailed knowledge of and application experience with:GCCS, JOPES, GCCS-AF, Oracle, Oracle Developer 2000 and TCL/TK. 2) Familiar with the Remedy® tracking system and trouble tickets. 3) Capability to develop software and perform software maintenance. 4) Capability to store and process classified information via current US Secret facility clearance (see provisions of DOD-5220.2-M, DOD-5220.22-R). 5) Provide high quality technical and training manuals when the magnitude of the software change, as determined by the Government, is needed. 6) Provide Type I (delta) training when it is determined, by the Government, that is justified.   7) Ability to provide help and interim software work around. (17) Electronic responses are preferred and should be sent to the DCAPES Program Office at esc.acm.dcapes.sss@hanscom.af.mil. Responses sent in hardcopy via U.S. mail should be sent to ESC/ACMD, 1Lt. Maureen Milligan, 50 Griffiss Street, Hanscom AFB, MA 01731-1625.  Contractors submitting responses via overnight services should send them to ESC/ACMD, MITRE M Building, 202 Burlington Rd, Bedford, MA 01730-1420. Program Documentation will be posted on the Electronic Systems Center (ESC) Hanscom Electronic Requirements Bulletin Board (HERBB) at http://herbb.hanscom.af.mil under business Opportunities, Deliberate and Crisis Action Planning and Execution Segments (DCAPES). This synopsis is for informational and planning purposes only and does not constitute a solicitation, or a synopsis of a solicitation, or a commitment on the Government to later publish a solicitation.  The Government will not reimburse the costs of preparing or submitting a response to this synopsis.  Any questions should be directed to Mr. Gerald Boyle at (781)271-6938 or sent electronically to the electronic address listed above.